Company Name:	The Ponderosa Telephone Co.	U#: 1014-C	Report Year:	2021

	Measurement (Con	npile monthly, file quarterly)	(0	Date filed 05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021			Date filed (2/15/22)	
	•	. , , , , , , , , , , , , , , , , , , ,	Jan	t Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte	Sep	Oct	4th Quarte	r Dec
		Total # of business days	71.93	68.67	139.91	Aþi	IVIAY	Juli	Jui	Aug	Зер	OCI	INOV	Dec
	allation Interval	Total # of business days Total # of service orders	57.00	40.00	61.00									
Min.	standard = 5 bus. days	Avg. # of business days	1.26	1.72	2.29									
		Total # of installation commitments	57.00	40.00	61.00		1							
	allation Commitment	Total # of installation commitment met	57.00	40.00	61.00									
	standard = 95% commitment	Total # of installation commitment met Total # of installation commitment missed	0.00	0.00	0.00		1							
met		% of commitment met	100%	100%	100%		1							
Cuet	tomers	Acct # for voice or bundle, res+bus	6293	6316	6332		1							
	omer Trouble Report	Acct # for voice of buridle, restbus	0293	0310	0332		1			+				
Gust	1	Total # of working lines											+	
	6% (6 per 100 working lines	Total # of trouble reports					 						+	
p for units w/ ≥ 3,000 lines)		% of trouble reports					1			+				
8	Total # of working lines	5911	5936	5959		1								
an	8% (8 per 100 working lines	Total # of trouble reports	48		57									
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.53%	0.96%									
Min.		Total # of working lines	1521	1535	1543									
Σ	10% (10 per 100 working lines for units w/ < 1 000 lines)	Total # of trouble reports	22	14	20		1			+				
		% of trouble reports	1%	0.91%	1.30%									
		Total # of outage report tickets	34	57	33									
		Total # of repair tickets restored in ≤ 24hrs	33	55	32									
Adju		% of repair tickets restored ≤ 24 Hours	97%	96%	97%									
	of Service Report	Sum of the duration of all outages (hh:mm)	322.62	513.82	901.50									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	9.49	9.01	27.32									
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	41	74	39									
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	37	63	33									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	90.24%	85.14%	84.62%									
		Sum of the duration of all outages (hh:mm)	527.17	2586.60	1438.50									
		Avg. outage duration (hh:mm)	12.86	34.95	36.88									
Refu		Number of customers who received refunds	4.00	1.00	0.00									
		Monthly anount of refunds	183.60	81.20	0.00									
	·													
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60	*												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds					ļ							
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne Phone: 559-868-6343 Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Friant	

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter	•		Date filed (11/15/2021 3rd Quarte			Date filed (2/15/22) 4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	13.89	7.54	, .p.		• • • • • • • • • • • • • • • • • • • •		79	Сор			
	allation Interval	Total # of service orders	0.00	6.00	5.00									
Min.	standard = 5 bus. days	Avg. # of business days	0.00	2.32	1.51								1	
		Total # of installation commitments	0.00	6.00	5.00									
	allation Commitment	Total # of installation commitment met	0.00	6.00	5.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00								1	
met		% of commitment met	0%	100%	100%									\vdash
Cust	tomers	Acct # for voice or bundle, res+bus	416	417	418									
	tomer Trouble Report		110										1	
35	· ·	Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports											1	
g	8	Total # of working lines											1	
Ę	8% (8 per 100 working lines for	Total # of trouble reports											1	
	units w/ 1,001 - 2,999 lines)	% of trouble reports											1	
Min.	100/ (10 100 1	Total # of working lines	830	837	843									
Σ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	6	4	5									
		% of trouble reports	1%	0.48%	0.59%									1
		Total # of outage report tickets	2	1	4									1
۸ ــا: ۱.	ento d	Total # of repair tickets restored in ≤ 24hrs	2	1	4									1
	sted of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	29.12	2.52	11.12									1
IVIII 1.	standard = 90% Within 24 his	Avg. outage duration (hh:mm)	14.56	2.52	2.78									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	4	3	4									
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	2	1	4									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	50.00%	33.33%	100.00%									
		Sum of the duration of all outages (hh:mm)	166.52	239.40	11.12									
		Avg. outage duration (hh:mm)	41.63	79.80	2.78									
Refu	funds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Ansı	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Phone: 559-868-6343 Name: Georganna Payne Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Shaver	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter	<u>, </u>		Date filed (11/15/2021 3rd Quarter	,	Date filed (2/15/22) 4th Quarter		r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	H-CInter-	Total # of business days	11.06	16.65	38.98	ľ								
	allation Interval	Total # of service orders	11.00	8.00	19.00									
iviin.	standard = 5 bus. days	Avg. # of business days	1.01	2.08	2.05									
_		Total # of installation commitments	11.00	8.00	19.00									
	allation Commitment	Total # of installation commitment met	11.00	8.00	19.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	100%	100%	100%									+
Cust		Acct # for voice or bundle, res+bus	1644	1653	1663									
	tomer Trouble Report													
	1	Total # of working lines												
6% (6 per 100 working lines fo		Total # of trouble reports												1
5	Linite W/ > 3 (100 lines)	% of trouble reports												1
g		Total # of working lines	1671	1682	1696									
ξī		Total # of trouble reports	13	27	11									
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.61%	0.65%									
Min.	100/ /10 100	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	6	19	5									
۸ ما :	ente d	Total # of repair tickets restored in ≤ 24hrs	6	18	5									
	sted	% of repair tickets restored ≤ 24 Hours	100%	95%	100%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	40.42	55.43	68.63									
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	6.74	2.92	13.73									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	10	23	6									
Unac		Total # of repair tickets restored in ≤ 24hrs	10	19	5									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	83%	83%									
		Sum of the duration of all outages (hh:mm)	76.53	685.50	162.60									
		Avg. outage duration (hh:mm)	7.65	29.80	27.10									
Refu		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
					•									
		Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne	Phone: 559-868-6343	Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Auberry	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarte	•		Date filed (11/15/2021 3rd Quarte			Date filed (2/15/22) 4th Quarte	-
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	19.83	21.66	63.19		,			7.09				
	allation Interval	Total # of service orders	10.00	9.00	18.00									
Min.	standard = 5 bus. days	Avg. # of business days	1.98	2.41	3.51								1	1
		Total # of installation commitments	10.00	9.00	18.00									
	allation Commitment	Total # of installation commitment met	10.00	9.00	18.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00								1	1
met		% of commitment met	100%	100%	100%									
Cust	tomers	Acct # for voice or bundle, res+bus	2058	2066	2063									
	tomer Trouble Report						†						1	
330	· ·	Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports											1	1
Standard	201/0 100 11 11 1	Total # of working lines	2519	2530	2532								1	
ta	8% (8 per 100 working lines for	Total # of trouble reports	19	33	28								1	1
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.30%	1.11%								1	
Min.	100/ /10 100 11 11	Total # of working lines												İ
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												1
		% of trouble reports												
		Total # of outage report tickets	10	23	8									
A -1:		Total # of repair tickets restored in ≤ 24hrs	10	23	8									
	sted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	88.60	175.48	52.75									
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	8.86	7.63	6.59									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	11	26	10									
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	10	24	9									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	91%	92%	90%									
		Sum of the duration of all outages (hh:mm)	119.63	227.02	132.87									
		Avg. outage duration (hh:mm)	10.88	8.73	13.29									
Refu	funds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>
men	u option to reach live agent)													

Primary Utility Contact Information

Phone: 559-868-6343 Name: Georganna Payne Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>10</u>	014-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting U	Unit Name: V	Vishon	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021	,		Date filed (2/15/22) 4th Quarte	
		7, 4,		st Quarter			2nd Quarter		11	3rd Quarte		0-4	Nov Nov	
		Total # of business days	Jan 0.00	Feb 0.00	Mar 4.56	Apr	May	Jun	Jul	Aug	Sep	Oct	NOV	Dec
Insta	allation Interval	Total # of business days Total # of service orders	0.00	0.00	1.00								1	
Min.	standard = 5 bus. days	Avg. # of business days	0.00	0.00	4.56								1	
		Total # of installation commitments	0.00	0.00	1.00								1	
Insta	allation Commitment									-				
Min.	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	1.00									
met		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	0%	0%	100%									
	tomers	Acct # for voice or bundle, res+bus	28	28	30									
Cus	tomer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
_	units w/ ≥ 3,000 lines)	Total # of trouble reports												
arc	units w/ = 5,000 inles)	% of trouble reports												
pu	units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
ita	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	77	76	77									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	1									
		% of trouble reports	0%	0.00%	1.30%									
		Total # of outage report tickets	0	0	0									
۸ ما : .	.atad	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	isted	% of repair tickets restored ≤ 24 Hours	0%	0%	0.00%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	0	0	1									
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	•	Sum of the duration of all outages (hh:mm)	0.00	0.00	309.05									
		Avg. outage duration (hh:mm)	0.00	0.00	309.05									
Refu	funds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
												•		
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.												1	
	idard = 80% of calls ≤ 60	Total # of call seconds to reach live agent					ļ						ļ	
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)											•		
men	iu option to reach live agent)	1												

Primary Utility Contact Information

Name: (Georganna P	ayne Phone: 559-868-6343 Ema	nail: georgannap@pondei	rosatel.com
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Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name	O'Neals	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter			Date filed (11/15/2021 3rd Quarte			Date filed (2/15/22) 4th Quarte	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	3.72	0.01			•		79	Сор			
	allation Interval	Total # of service orders	1.00	1.00	1.00									
Min.	standard = 5 bus. days	Avg. # of business days	0.00	3.72	0.01								1	
		Total # of installation commitments	1.00	1.00	1.00									
	allation Commitment	Total # of installation commitment met	1.00	1.00	1.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00								1	
met		% of commitment met	100%	100%	100%									
Cust	tomers	Acct # for voice or bundle, res+bus	244	245	247									
	tomer Trouble Report												1	
35	· ·	Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports											1	
Standard	201/0 100 11 11 1	Total # of working lines											1	
Ę	8% (8 per 100 working lines for	Total # of trouble reports											1	
	units w/ 1,001 - 2,999 lines)	% of trouble reports											1	
Min.	100/ /10 100 11 11	Total # of working lines	317	318	319									
_	10% (10 per 100 working lines	Total # of trouble reports	13	6	9									
	for units w/ ≤ 1,000 lines)	% of trouble reports	4%	1.89%	2.82%									
		Total # of outage report tickets	7	2	7									
A -1:		Total # of repair tickets restored in ≤ 24hrs	7	2	7									
	sted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	43.12	26.47	11.68									
win.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	6.16	13.23	1.67									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	7	2	8									
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	7	2	7									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	88%									
		Sum of the duration of all outages (hh:mm)	43.12	26.47	36.47									
		Avg. outage duration (hh:mm)	6.16	13.23	4.56									
Refu	ınds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ansı	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne **Phone:** 559-868-6343 Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	Name: The Ponderosa Telephone Co.		Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	North Fork	

	Measurement (Con	npile monthly, file quarterly)	Date filed (05/14/21) 1st Quarter			Date filed (08/13/21) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter				Date filed (2/15/22) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	Illation Interval	Total # of business days	17.84	8.33	24.72									
	standard = 5 bus. days	Total # of service orders	8.00	4.00	15.00									
IVIII 1.	standard = 5 bus. days	Avg. # of business days	2.23	2.08	1.65									
		Total # of installation commitments	8.00	4.00	15.00									
	Illation Commitment	Total # of installation commitment met	8.00	4.00	15.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	100%	100%	100%									
Cust		Acct # for voice or bundle, res+bus	1546	1550	1556									
	omer Trouble Report												1	
- 200		Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines	1721	1724	1731									
tan	8% (8 per 100 working lines for	Total # of trouble reports	16	31	18									
		% of trouble reports	1%	1.80%	1.04%									
Min.		Total # of working lines	.,,,											
2	1070 (10 por 100 montaing into	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	6	11	6									
		Total # of repair tickets restored in < 24hrs	6	11	6									
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	of Service Report	Sum of the duration of all outages (hh:mm)	53.27	130.57	46.87									
Min.		Avg. outage duration (hh:mm)	8.88	11.87	7.81									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	6	18	6									
Unac		Total # of repair tickets restored in < 24hrs	6	17	6									
		% of repair tickets restored ≤ 24 Hours	100%	94%	100%									
	•	Sum of the duration of all outages (hh:mm)	53.27	176.85	46.87									
		Avg. outage duration (hh:mm)	8.88	9.83	7.81									
Refu		Number of customers who received refunds	0	0	0								1	
		Monthly amount of refunds	0.00	0.00	0.00									
						1						•		•
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	anta Dillina O Nam Dillina Min	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent)														

Primary Utility Contact Information

Phone: 559-868-6343 Name: Georganna Payne Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	e Ponderosa	Telephone Co.	U#: 1014-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Big Creek	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter	•		Date filed (11/15/2021 3rd Quarte	,		Date filed (2/15/22) 4th Quarte	r
			 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	- Hardan Jaran and	Total # of business days	23.20	4.41	0.90									
	allation Interval	Total # of service orders	27.00	12.00	2.00									
Mın.	standard = 5 bus. days	Avg. # of business days	0.86	0.37	0.45									
		Total # of installation commitments	27.00	12.00	2.00									
	allation Commitment	Total # of installation commitment met	27.00	12.00	2.00									1
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	100%	100%	100%									
Cust		Acct # for voice or bundle, res+bus	323	322	320									
Cust	tomer Trouble Report													
	COV (C === 400	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											İ	
힏	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ (0 100	Total # of working lines												
ā	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
M i	10% (10 per 100 working lines	Total # of working lines	254	264	264									
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	3	4									
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1%	1.14%	1.52%									
		Total # of outage report tickets	2	1	2									
۸dii	ısted	Total # of repair tickets restored in < 24hrs	1	0	2									
	of Service Report	% of repair tickets restored ≤ 24 Hours	50%	0%	100%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	50.15	123.35	40.47									
IVIII 1.	Standard = 90% Within 24 his	Avg. outage duration (hh:mm)	25.08	123.35	20.23									
		Indicate if catastrophic event is in a month	no	no	no									
	_	Total # of unadjusted outage report tickets	2	1	3									
		Total # of repair tickets restored in ≤ 24hrs	1	0	2									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	50%	0%	67%									
		Sum of the duration of all outages (hh:mm)	50.15	171.35	69.55									
		Avg. outage duration (hh:mm)	25.08	171.35	23.18									
Refu	ınds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne Phone: 559-868-6343 Email: georgannap@pon	derosatel.com
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Company Name:	ame: The Ponderosa Telephone Co.		Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Cima	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter			Date filed (11/15/2021 3rd Quarte			Date filed (2/15/22) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	0.00	0.00	7.40.		•		79	- COP			
	illation interval	Total # of service orders	0.00	0.00	0.00									
Min.	etandard - 5 bus dave	Avg. # of business days	0.00	0.00	0.00								1	
		Total # of installation commitments	0.00	0.00	0.00									
	allation Commitment	Total # of installation commitment met	0.00	0.00	0.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00								1	
met		% of commitment met	0%	0%	0%									
Cust		Acct # for voice or bundle, res+bus	34	35	35									
	omer Trouble Report		0-1	30									1	
350		Total # of working lines											1	<u> </u>
	6% (6 per 100 working lines for	Total # of trouble reports											1	
5		% of trouble reports												1
Standard		Total # of working lines												
Ę	8% (8 per 100 working lines for	Total # of trouble reports												1
		% of trouble reports												
Min.		Total # of working lines	43	40	40								1	
_	10% (10 per 100 working lines	Total # of trouble reports	1	1	1									
	for units w/ ≤ 1,000 lines)	% of trouble reports	2%	2.50%	2.50%									
		Total # of outage report tickets	1	0	1									
		Total # of repair tickets restored in < 24hrs	1	0	0									
	sted	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	of Service Report	Sum of the duration of all outages (hh:mm)	17.95	0.00	669.98									
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	17.95	0.00	669.98									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	1	1	1									
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	1	0	0									1
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									1
		Sum of the duration of all outages (hh:mm)	17.95	1060.02	669.98									
		Avg. outage duration (hh:mm)	17.95	1060.02	669.98									1
Refu		Number of customers who received refunds	4	1	0									
		Monthly amount of refunds	183.60	81.20	0.00									
							•	•		•			•	-
Ansı	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent)														

Primary Utility Contact Information

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Date Adopted: 7/28/09